

Title (en)

SYSTEM AND METHOD FOR MANAGEMENT OF OPERATIONAL INCIDENTS BY A FACILITY SUPPORT SERVICE

Title (de)

SYSTEM UND VERFAHREN ZUR VERWALTUNG VON BETRIEBSEREIGNISSEN DURCH EINEN UNTERSTÜTZUNGSDIENST EINER EINRICHTUNG

Title (fr)

SYSTÈME ET PROCÉDÉ DESTINÉS À LA GESTION D'INCIDENTS DE FONCTIONNEMENT PAR UN SERVICE DE SUPPORT D'INSTALLATION

Publication

EP 3350755 A1 20180725 (EN)

Application

EP 15777991 A 20150916

Priority

GB 2015052679 W 20150916

Abstract (en)

[origin: WO2017046549A1] There is disclosed a computer-implemented incident management system comprising a first interface for receiving details of an incident, a ticketing module arranged to generate a first electronic ticket in accordance with said details received via the first interface, and a second interface for providing information relating to the incident to a user. The second interface provides the information relating to the incident in conjunction with an associated user input element and in response to activation of the associated user input element, the system forwards data identifying the user and the incident to the ticketing module. In response to receipt of said data identifying the user and the incident, the ticketing module is arranged to generate a second electronic ticket in association with the first electronic ticket.

IPC 8 full level

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CPC (source: EP US)

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Citation (search report)

See references of WO 2017046549A1

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